

RFP-5-17

Questions and Answers

- Q1: Please provide the current contract expiration date and base price per card plus any exercised options by the State.
A1: *A contract amendment is currently in the signature process with an expiration date of January 31, 2006. The state is currently paying \$1.542 per card.*
- Q2: Can the vendor submit multiple card solutions? If yes, should the vendor submit two separate cost proposals, one for each card type, or can they submit one cost proposal with two price options?
A2: *Yes. You can provide multiple card solutions. Yes. Each solution should have its own cost proposal.*
- Q3: Can the State please provide the number of DDL Documents issued in 2004?
A3: *There were 1,883,852 digitized licenses issued in 2004.*
- Q4: Please confirm if an annually renewable bond is acceptable to the State.
A4: *The State requires a bond that will cover the life of the contract.*
- Q5: Section 3.2.1 Type and Term of Contract, Page 11. How soon after contract award can the new system be installed?
A5: *The system can be installed at Indiana branches that have the new STARS system operational as soon as it is ready to be deployed. The STARS system is scheduled to be deployed state wide by January 06.*
- Q6: Section 3.2.1 Technical Architecture and Ownership Page 29. Does the state have detailed equipment specifications for the Central Image Server, primary and backup units? We assume the state is responsible for all RAID backup hardware, strategy and media – as well as client licenses for DDL field workstations for the RDBMS as the state is supplying this as well – please confirm.
A6: *The CIS specifications are listed in the RFP. DoIT prefers to be responsible for the RAID, backup hardware, strategy and media, licenses, etc.*
- Q7: Section 3.3.15 General Specifications, Page 35 – Is the state requiring that the new DDLS is delivered, installed and operational no later than August 31, 2006? Please clarify the significance of this date. Also what is the state’s anticipated time for the selected vendor to complete the implementation?
A7: *We are requiring an August 31, 2006 completion date because our current contract ends on that date.*
- Q8: Section 3.4.20 Issuance Workstation and Printing Specifications, Page 38 – RFP states the requirement of a floppy drive. Please clarify the use of the floppy drive? Is the read/write CD/DVD acceptable?
A8: *A CD/DVD read write drive is acceptable.*
- Q9: Section 3.4.22 Issuance Workstation and Printing Specifications, Page 39 – Does the State have a preferred anti-virus software package? If so, do you have an enterprise license for the use of that software? Can the contractor load anti-virus software on the state-owned CIS and have the CIS push updates to each individual DDL workstation in the field? Can the contractor perform a remote, real-time virus scan and clean operation in lieu of removing such equipment from service?
A9: *DoIT prefers McAfee antivirus software. DoIT does have an enterprise license and the vendor may push updates out from the CIS to the local machines as well as perform scans as opposed to removal.*
- Q10: Section 3.5.1 Central Image System Specifications, Page 41 – As the contractor is required to port approximately 12,000,000 existing images into the new system, please confirm the media the

existing images will be supplied on is compatible with the tape system or other backup system being supplied by the state.

A10: *Our contract with the current vendor stipulates they will provide us with the images in the format we request.*

Q11: Section E.5.10 Central Image System Specifications, Page 42 – Please clarify if the DoIT staff will conduct database administration tasks on vendor provided CIS software or does the state require the vendor to perform these tasks and will the state provide secure remote access to CIS to perform these tasks. Lastly, will the data be provided in industry standard format (i.e. converted from the current proprietary Poloroid/Digimarc format) and the method/medium of data (on-line, DLT tapes?).

A11: *DoIT will conduct database administration tasks on the CIS but not on the machines in the field. Our contract with the current vendor stipulates they will provide us with the images in the format we request.*

Q12: Section 3.8 DL/ID Card Specifications, Page 31 – We know that AAMVA has selected the OVD vendor and corresponding design; however, at the time of this proposal submission, AAMVA has not “released” the OVD to vendors’ jurisdictions for inclusion in the card design. Based on this fact, please confirm that the OVD’s omission from the proposed card design is acceptable and can be added later.

A12: *Temporary omission is acceptable but OVD’s WILL be added to the contract before signatures are presented.*

Q13: Section 4.2 Evaluation Criteria, Page 68/Attachment R. – The evaluation criteria in the RFP are different from the Evaluation Criteria listed in Attachment R. Can the State please clarify these differences?

A13: *The list is re-worded in attachment R to provide further clarity of the criteria.*

<i>Adherence to Requirements</i>	<i>Quality of Response to Requirements</i>
<i>Quality of Proposed Approach</i>	<i>Quality of Proposed Approach</i>
<i>Overall Management Judgment</i>	<i>Overall Management Judgment</i>
<i>Adherence to Specifications</i>	<i>Form of Proposal</i>
<i>Indiana Economic Impact</i>	<i>Price Proposal</i>

Minority participation was included to ensure vendor understanding of the qualification.

Q14: Evaluation Criteria, Page 68 – Please confirm for calculating “Indiana Economic Impact (4.2.4), the gross payroll for employees that live in Indiana are those employees that will be directly allocated to this project and not for other employees that reside in the State. Additionally please confirm the gross payroll calculation will correspond to the percentage of time an individual is dedicated to this project.

A14 *The form is only interested in how this potential contract with your firm would impact the Indiana Economy; therefore, gross payroll for employees is only concerned with those employees who would be working directly on the resulting contract from this RFP. Gross payroll relates solely to the specific dollars from the potential contract that would be paid to those working on the project.*

Q15: Section 4.2 Evaluation Criteria, Page 68 – Please explain how the total points for Total Cost (4.2.5) will be allocated.

A15: *The RFP requires respondents to submit pricing as follows:*

For purposes of this RFP, respondents should provide their pricing broken down as follows:

- 1. A base price for a Committed Monthly Volume of 65,000 cards per month AND*
- 2. A per-card price for quantities of DL/ID cards issued in excess of the Committed Monthly Volume listed in #1 above.*

Points will be awarded via mathematical formula, based on the lowest base price for 65,000 cards per month and the lowest per-card price for quantities that exceed that quantity. Lowest price is awarded the full category points. To calculate all remaining price scores, the lowest price will be

divided by the next price. The resulting decimal is multiplied by the category weight to determine the category score.

Q16: Section 4.2.1.1. Quality of Proposed Approach, Page 568 – How many points are allocated for Quality of Proposed Approach? Are these points a subset of the 15 points included in Adherence to Requirements?

A16: *Adherence to requirements refers to whether or not the vendor meets the needs stipulated in the proposal. Quality of Proposed Approach is the how well the vendor's plan demonstrates how the requirements will be met. This is a subset.*

Q17: Section 4.2.4 Evaluation Criteria, Page 69 (second paragraph) – Please confirm the section referenced for Indiana Economic Impact should be 4.2 vs 3.2 as currently stated.

A17: *The paragraph should read: "The percentage impact on the Indiana economy will be multiplied by the points allocated for Indiana Economic Impact (Section 4.2) and the resulting number will be the points awarded for Indiana Economic Impact."*

Q18: Section 4.2.5 Total Cost of the Products, Page 69 /Appendix J – Please explain how pricing option 1 and 2 will be evaluated. Also, how will the pricing for additional security features and time and materials charges be evaluated/factored into the price evaluation.

A18: *See A15.*

Q19: Section 4.2.5 Total Cost of the Project and Products (or pricing), Page 69 – Does this mean that the lowest bidder receives 20 points

A19: *Yes.*

Q20: Section 4.2.6 Minority and Women's Business Participation Plan, Page 69 – Please show a numerical example of how you would calculate the points for Minority and Women's Business.

A20: *Example of a proposed total project cost of \$100,000. The percent goals within this RFP for both minority and women-owned business are 5% respectively. In order to score the maximum number of points for both the minority and women owned business participation facets of the category, the respondent needs to devote at least 5% of the proposed project total to each aspect. Of the \$100,000 artificial project total, \$5000 becomes the threshold (5% of the total). The respondent's actual dollar amounts proposed for each facet are divided by this threshold to obtain the actual percent of participation. This participation percent is then multiplied by the subcategory weight of 10 points to obtain the subcategory score. Use artificial proposed numbers of \$3000 for minority business and \$4000 for women owned business. For the minority facet: $\$3000/\$5000 \times 10 = 6$. MBE score is 6 points. For the women owned facet: $\$4000/\$5000 \times 10 = 8$. WBE score is 8 points. Total category score would be 6+8, or 14 points.*

Q21: Section 4.0 and Attachment R Both this section and this attachment address how the evaluation will be conducted and how the evaluation process is structured. No mention of Attachment R is made in the main body of the RFP. Section 4.0 and Attachment R have several differences in how the evaluation will be conducted. Please clarify which evaluation criteria is correct.

A21: *The list is re-worded in attachment R to provide further clarify the criteria.*

<i>Adherence to Requirements</i>	<i>Quality of Response to Requirements</i>
<i>Quality of Proposed Approach</i>	<i>Quality of Proposed Approach</i>
<i>Overall Management Judgment</i>	<i>Overall Management Judgment</i>
<i>Adherence to Specifications</i>	<i>Form of Proposal</i>
<i>Indiana Economic Impact</i>	<i>Price Proposal</i>

Minority participation was included to ensure vendor understanding of the qualification

Q22: Section 3.11.1 and 3.11.2 – We understand that the BMV has changed their approach in allocating 12 BMV Districts throughout the state to allocating 10 BMV Regions throughout the state. Could the BMV provide a description of how the State is currently divided up in Regions? Specifically please describe the difference between the 12 Districts and the 10 Regions

- A22: *The consideration of ten Regions has been rejected. The twelve District format is still in force.*
- Q23: 9, 20-21, 29, 35 1.9, 2.3.7, 3.2.1, 3.3.13 In terms of the State's stated willingness to negotiate for the benefit of the contractor a perpetual "right to market" software developed under the contract, would this future license be subject to any future payment obligations by the contractor other than the provision of goods and services provided during the four-year term of the Agreement? Would the contractor's granted right to market the software be exclusive to the contractor?
- A23: *Future obligations to the state will be subject to negotiation; contractor will have exclusive rights to market the software.*
- Q24: 9, 15, 20-21, Appendix B 1.9, 1.26, 2.3.7 Recognizing that the State is willing to provide a committed minimum volume in order to facilitate project financing, at what point would the commitment of 65,000 cards per month go into effect? Upon contract signing? Will the minimum stay in affect for the duration of the contract?
- A24: *The minimum commitment would go into effect when all locations have been installed. This Commitment would be in force until the end of the contract.*
- Q25: 9, 15, 20-21, Appendix B 1.9, 1.26, 2.3.7 Will the 65,000 cards per month minimum stay in effect for the duration of the contract?
- A25: *The minimum of 65,000 will stay in force through the end of the contract.*
- Q26: 9, 20-21, Appendix B 1.9, 2.3.7 If the State will be committing to a minimum income commitment of 65,000 cards per month in order to facilitate project financing, does that mean that the State will honor such commitment even if the contract is terminated for convenience or for lack of appropriations?
- A26: *The termination clause relieves both parties of obligation under the contract.*
- Q27: 15, 23 1.27, 2.3.13 In connection with the requirement of the contractor to provide a \$1,000,000 performance bond for the duration of the contract, will the State accept an annual performance bond so long as this performance bond remains in place throughout the life of the contract?
- A27: Please refer to the answer to question # 4.
- Q28: 18 2.3.3 If the respondent is a wholly owned subsidiary company and does not maintain separate financial statements from its parent corporation, will the respondent's provision of only the parent company's financial statements be sufficient to demonstrate financial stability of the respondent?
- A28: *Yes.*
- Q29: 22 2.3.8 Is it a mandatory requirement that the respondent "must include a list of three (3) clients for whom respondent has provided products and services that are the same or similar to those products and services requested in this RFP?" By use of the term "similar" does the State intend to require references from other governments in the U.S. for which the respondent has provided drivers license programs as the prime contractor?
- A29: *The list of three clients is a mandatory requirement. The evaluation team will decide if contacting references is pertinent to each section of the evaluation.*
- Q30: 22 2.3.8 Does the State want to have an identification of all governmental clients for whom the respondent has ever provided products and services similar to those sought by Indiana and not just the three client references required? Does the State want to have all clients close to Indianapolis be identified even if they are not being relied upon as a reference by the respondent?
- A30: *The State does not require any more than 3 former client references be listed. The State did not put a restriction on location of the respondent's reference.*

- Q31: 27 3.1 References to Attachment J & K are the Pricing Form and the License Branch Listing; no information on STARS found. Please point us to the appropriate attachments.
A31: *Please refer to Attachments O and P*
- Q32: 29 3.2.1 The third paragraph contains the sentence, "See Attachment P for sample STARS screens. Please clarify the reference should be to Attachment O.
A32: *Reference is Attachment O*
- Q33: 29, 35 3.2.1, 3.3.15 If the State will be replacing its legacy branch application system through much of 2005, at what general point in time would the respondent be expected to install the new DDL system that is developed for products utilized for STARS?
A33: *These dates will be part of the contract negotiation process.*
- Q34: 29-30 3.2.1 Recognizing that the State desires to have the source code for a completely functional DDL application such that the State can use or modify the software, if the contractor is unable to provide the source code of third party(ies) which is not owned by the contractor, would the State be satisfied with delivery of source code to the extent only that the contractor can deliver utilizing best commercial efforts?
A34: *The State desires the entire source code be available. Any code that effects the functionality of the system will be available to, and property of, the State of Indiana.*
- Q35: 30 3.2.1 When the State states that it will not give away or sell software provided by the contractor, does that include as well that the State will not license the software other than to the contractor?
A35: *The State will not license the software to anyone other than to the supplying vendor.*
- Q36: 29-30, 30-31. 31, 35 3.2.1, 3.2.4, 3.2.5, 3.3.13 Is the intent of the RFP that the software required in order to achieve the retrieval capabilities outlined in Paragraphs 3.2.4 and 3.2.5 are expected to be provided by the contractor on either a "work for hire" or perpetual license to use and modify source code?
A36: *The intent of the retrieval capabilities stipulation is to obtain optimum retrieval functionalities in ways pertinent to the functions of the State of Indiana.*
- Q37: 30, 31, 42, 45, 48, 61 3.2.3, 3.3.4, 3.5.9, 3.8.2, 3.9.6, 3.13.12, Attachment L The AAMVA 2000 document in Attachment L of the RFP has been superseded by a newer one dated September 2003; which document should be used as the reference for all requirements pertaining to the document?
A37: *The State desires to comply with the most recent AAMVA standard.*
- Q38: 31 3.3.1 What are the production volume requirements for electronic renewal?
A38: *The electronic renewal application is less than 3 years old and is growing swiftly. Production amounts are not stipulated because rapidly increasing use of the system will require the vendor to provide a system that is adaptable to customer demands.*
- Q39: 32 3.3.7 If the BMV/C does not either accept or reject in writing the Detailed Design Document provided by the contractor within 10 business days of receipt, can the contractor deem it to have been accepted?
A39: *The BMV expects the selected vendor to develop the Detailed Design Document with little or no issues to address. If the vendor adheres to the BMV's desire to communicate and develop a positive work relationship with BMV/C employees, this goal should be easily obtained and approval will take much less than 10 days to accomplish.*
- Q40: 35 3.3.16 What process(es) does the State want to be included in the "flowchart"?
A40: *The State did not stipulate a list of processes to flowchart because each vendor may have different process types. The State desires flowcharts to assist in the evaluation process and expects*

thorough flowcharting of system proposed. Each vendor should determine the most presentable avenues to describe their systems.

Q41: 35, 36 3.4.1 Is the spare equipment listed in 3.4.1 available to the Contractor to deploy as they see best fit (to maintain the service level), or will BMV be directing how these spares are to be used and where these spares are to be placed?

A41: *The purpose of the spares is for the vendor to swap during maintenance calls and for placement of addition systems.*

Hardware swapping decreases the amount of “down time” and allows the BMV/C to quickly help customers. Swapping also allows the vendor to return to their home location and spend the appropriate amount of time evaluating and repairing the failed system.

The BMV will direct the selected vendor on where the additional system will be installed.

Q42: 35, 36 3.4.1, 3.4.2 Do the quantities in section 3.4.1 include equipment for printing DL/IDs for electronic renewal?

A42: *The quantities listed in 3.4.1 and 3.4.2 do include electronic renewal system*

Q43: 36 3.4.3 Would it suffice for the respondent to provide at the time of making its proposal a general description of the proposed system’s components and only have the required, more detailed technical specifications of each separate component or feature of the system proposed (i.e. electrical requirements, temperature and humidity ranges, etc.) more fully specified at the time of finalizing the contract?

A43: *The State requires the vendor to provide these specifications so we can evaluate if we are able to accommodate them. The proposal should include all technical specifications including those stipulated on 3.5.3.*

Q44: 39 3.4.22 What security will be provided by the State for its network to which the contractor’s DDL system will be interfaced? Can the contractor properly expect that the BMV will provide adequate security on its network such that it will be protected from virus attacks? If a virus is detected on the State’s network what protocols will be established to prevent infection of the contractor’s hardware? Will the contractor be expected to continue to maintain connectivity to a network which has a known virus infection?

A44: *Indiana Department of Information Technology (DoIT) houses the servers for the BMV. Protection software and hardware is used to ensure the security of our systems. If the State infects the contractor’s hardware, we will work with the selected vendor to resolve the problems expeditiously. The State requires the selected vendor to be operational at all times stipulated in the contract. The State sees no benefit in allowing vendor systems to be infected with a virus. However, if a virus is detected, the State will assess the risk and advise the selected vendor on a course of action.*

Q45: 40 3.5 Does the CIS need to be written using VB .Net?

A45: *The State requires the vendor to write the VB .NET*

Q46: 41 3.5.4 If additional software is needed as set forth in Paragraph 3.5.4, would this additional software also be treated in like manner as the custom software provisions’ handling as provided for in RFP Paragraphs 1.9, 2.3.7, 3.2.1, and 3.3.13?

A46: *The State does not expect a change in this provision for new software. However, the nature of government operations requires versatility in the provisions. The State will advise the vendor if these provisions need to be adjusted for new software.*

Q47: 45 3.7.7 For the work for hire software required under Paragraph 3.7.7, would this additional software also be treated in like manner as the custom software provisions’ handling as provided for in RFP Paragraphs 1.9, 2.3.7, 3.2.1, and 3.3.13?

- A47: *The State does not expect a change in this provision for new software. However, the nature of government operations requires versatility in the provisions. The State will advise the vendor if these provisions need to be adjusted for new software.*
- Q48: 47 3.9.5 Recognizing that some security features that could be utilized in a secure card program are already publicly available, is the intent of this Paragraph meant to be that the contractor shall not make available for general sale to the public the finished security materials utilized to make the cards and shall not make available to the public the ultimate design as utilized for the State's cards?
- A48: *The intent is to ensure the secrets of the card security features are not disclosed or provided to another source.*
- Q49: 48 3.9.13 Is the intent of this RFP that all employees working on any phase of the Indiana DDLS process must have cleared a FBI nationwide background check, or only that they must agree to be subject to such a background check if specifically requested by the State?
- A49: *The State will require a full FBI nationwide background check of all employees who have any knowledge, access or are in any way associated with the DDLS.*
- Q50: 50 3.10.14, 3.10.16 If a minimum of a two-month supply must be maintained at each license branch and a minimum sixty-day supply of consumables must be maintained at a BMV warehouse, would the BMV agree to pay for any unique consumables that the contractor cannot utilize on any other programs after the end of the current program?
- A50: *Buying unique, unusable consumables would be a factor in the States reviewing of the financial impact of the proposal. If the selected proposal includes a purchase of unique consumables, the purchase will be included in the contract negotiations.*
- Q51: 51, 57 3.10.26, 3.12.18 Will the contractor be relieved of the liquidated damages if the failure to have supplies needed is as a result of strikes or other circumstances beyond the control of the contractor?
- A51: *The State can not permit a vendor impede its service to the people of the State of Indiana. Consequently, the State expects the contractor to provide the contractually obligated supplies as stipulated in the RFP.*
- Q52: 59 3.13.3 Is the equipment that the State uses for UAT (and Systems Testing?) kept by the State, or returned to the Contractor stock for possible field deployment
- A52: *This system will be kept by the State for the life of the contract.*
- Q53: 66 3.17.4 Is the transition period referenced here part of the four-year term of the contract or in addition to? If it is part of the four-year term, how long should the transition period be assumed to be?
- A53: *These periods will be addressed during contract negotiations.*
- Q54: 66 3.18.2 What State Special ID Cards would be issued that would not require security features to prove authenticity and prevent fraud?
- A54: *One example is employee ID cards for State employees.*
- Q55: 66 3.18.3 If the Mobile Special ID Workstation is operating off-line, how will VB.NET application screens be delivered to the workstation?
- A55: *The Mobile station should house all the necessary components to ensure VB .NET will effectively adhere to the RFP requirements.*
- Q56: 66 3.18.3 What security protocols will be administered by BMV/C for Special ID Cards?
- A56: *The State did not stipulate security protocols in order to allow each vendor to provide a unique system. Each system will be reviewed, analyzed and compared to the other proposed systems in the evaluation of the proposals.*

- Q57: 66 3.18.4 Since Special ID Cards will not use demographic data from the CIS, does the State plan to host a dedicated demographic database for Special ID Cards?
A57: *The State has not stipulated whether or not it plans to host demographic data. If this affects the vendor's proposal, the vendor should provide options that will allow the State to decide either way or stipulate the vendors housing requirement.*
- Q58: 66 3.18.4 The Driver License data stream is detailed in Appendix G1. What data fields and lengths will be needed to be supported for the Special ID cards?
A58: *The State did not stipulate the specific data fields in order to allow each vendor to provide a unique system. Each system will be reviewed, analyzed and compared to the other proposed systems in the evaluation of the proposals.*
- Q59: 66 3.18.4 Who will administer the Special ID Card demographic / image database if the images are not stored on the same database as the DL/ID cards?
A59: *The State did not stipulate who would administer the demographic/image database in order to allow each vendor to provide a unique system. Each system will be reviewed, analyzed and compared to the other proposed systems in the evaluation of the proposals.*
- Q60: 66 3.18.4 To perform basic sort and search functions on Special ID Cards, will the State establish key fields that will be common to all card designs?
A60: *The State will communicate with the selected vendor to establish the key fields during the development of the Design Document.*
- Q61: 67 3.18.6 Will Special ID Card data be transmitted in XML format?
A61: *The State will communicate with the selected vendor to establish the format during the development of the Design Document. The selected vendor is expected to be prepared to provide a diverse selection of format options.*
- Q62: 67 3.18.6 Can the Special ID Card design function be executed outside the server based application to increase security?
A62: *The State will consider providing an outside source server based application for the Special ID Card application.*
- Q63: 68, 69 4.2.4 Please clarify the reference to Section 3.2.
A63: *Please refer to the answer to question # 17.*
- Q64: 68, 69 4.2.4 The factor by which the "percent of proposal's costs on Indiana economy" is multiplied is unclear. Please clarify.
A64: *The category weight of 20 points.*